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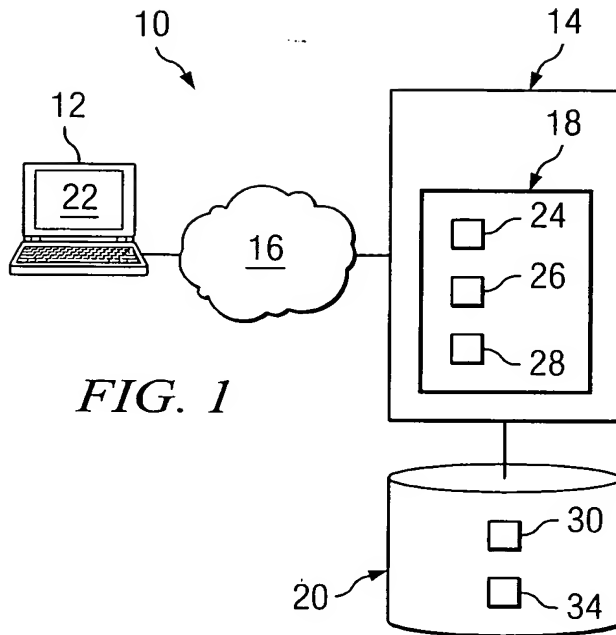


FIG. 1

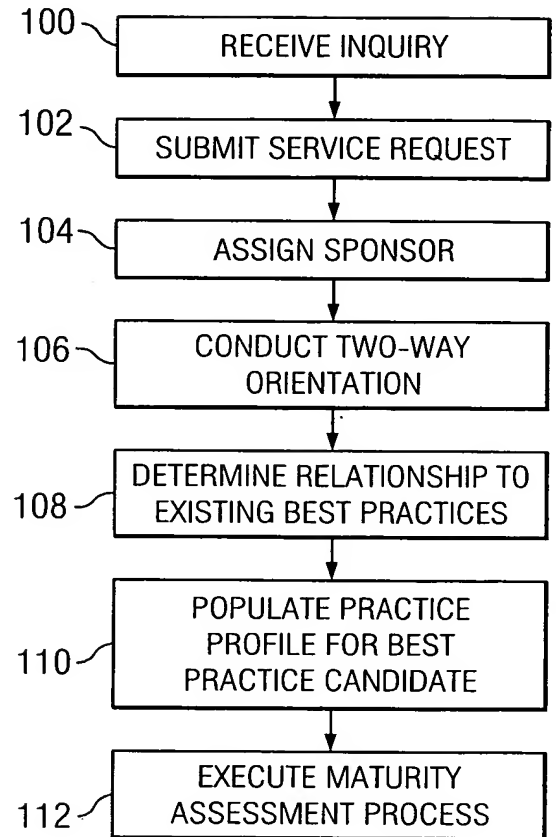


FIG. 2

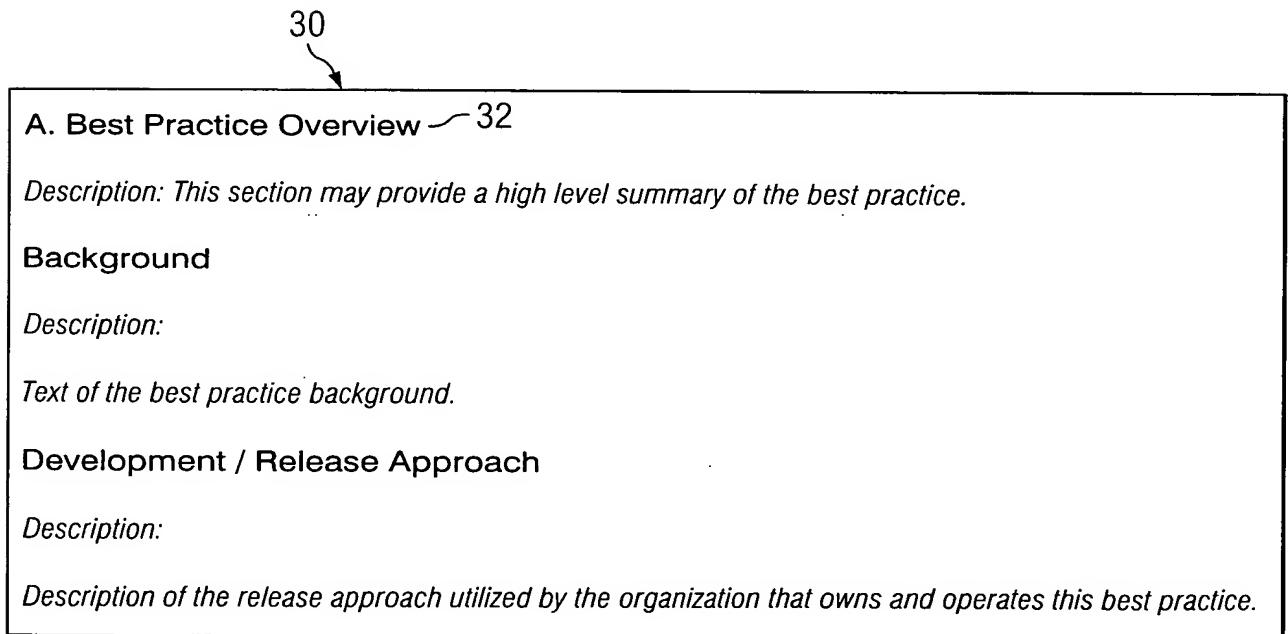


FIG. 3A

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## B. Best Practice Structure and Organization <sup>34</sup>

*Description:*

Best Practice Version Number:

Best Practice Type:

Best Practice Owner: Name (xxx.xxx.xxxx) [8.xxx]

Maintenance Project Manager: Name (xxx.xxx.xxxx) [8.xxx]

Purpose:

Sponsors:	Name	-Organization	Name	-Organization
	Last, First	-Organization Name	Last, First	-Organization Name
	Last, First	-Organization Name	Last, First	-Organization Name

Change Control Board / Design Board / Approvers:	Name	-Organization	Name	-Organization
	Last, First	-Organization Name	Last, First	-Organization Name
	Last, First	-Organization Name	Last, First	-Organization Name

Supplier Organizations:	Organization	Main Contact
	Account/ Provider Name	Last, First
	Account/ Provider Name	Last, First

Targeted Audience:	LOB	Organization	Role
	Text	Text	Text

Targeted Customer or Client:	Client Size-	text
	Maturity Level-	text
	Industry-	text
	Sales Cycle-	text

Current Customer Base:	Customer Name	Main Contact	Location
	Customer Name		State or Country
	Customer Name		State or Country

Current Customer Base Geographies:	Geography Name
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Current Customer Base LOB's:	LOB Name Name
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**FIG. 3B**

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**C. Best Practice Assets** — 36

*Description:*

	STATUS (PLANNED) (IN PROGRESS) (PRODUCTION)	DESCRIPTION
Design:		
Information Accessibility:		
Sales Tools:		
Implementation Support Materials:		
Intellectual Capital:		
Global Consistency:		
Intellectual Property Protection:		
Training:		
Coaching / Mentoring:		
Success Stories:		
Integration with other Internal Frameworks; Methods or Processes:		
Integration with External Frameworks; Methods or Processes:		
External Recognition:		
External Recognition:		
External Recognition:		
External Governing Bodies or Standards:		

**FIG. 3C**

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**D. Best Practice Business Drivers** — 38

*Description:*

	DESCRIPTION
Business Justification:	
BP Requirements:	
BP Metrics:	
Supports Portfolio Strategy:	
Client Relationship Life Cycle:	
Desired State:	
Planned or Expected Improvements:	Description: Timeframe:

**FIG. 3D**

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**E. Best Practice Capabilities** — 40

*Description:*

User Community	
Number of Users / Practitioners	<ul style="list-style-type: none"><li>• 10 %</li><li>• 11 to 49 %</li><li>• Greater than 50 %</li></ul>
Deployment Capacity	Number on Staff: 0 Number of FTE: 0
Design Team	Number on Staff: 0 Number of FTE: 0
Established Funding:	

**FIG. 3E**

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F. Profile Definitions 42

DEFINITION	OPTIONS
BEST PRACTICE TYPE	FRAMEWORK: [Definition]
	METHOD: [Definition]
	The PROCESS: [Definition]
TARGETED CUSTOMER BASE	Client Size: [Definition]
	Maturity Level: [Definition]
	Industry: [Definition]
	Sales Cycle: [Definition]
STATUS	PLANNED: [Definition]
	IN PROGRESS: [Definition]
	PRODUCTION: [Definition]

FIG. 3F

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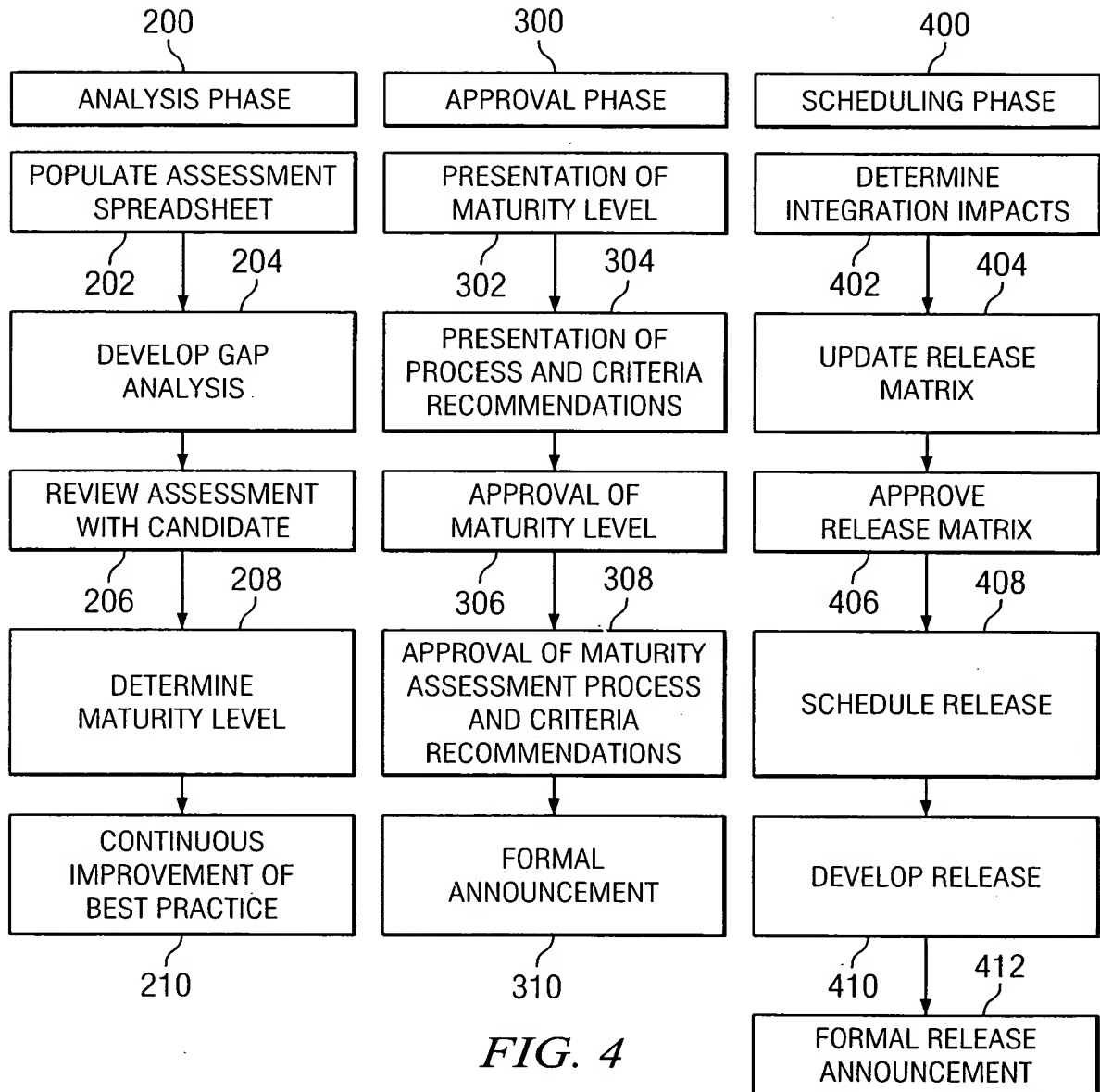


FIG. 4

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FIG. 5A

54a	52	66 Practice Name	64 Total Score	56		
				Associate Best Practice	Standard Best Practice	Mastery Best Practice
Points Level				19	55	80
Practice Type				60		
VALUE						
Objective (Purpose) of Best Practice				1	1	1
Define/Measure Value (Business Justification)				1	2	3
Metrics				0	2	3
-BVF's Metrics plan identify collecting feedback						
CLIENT						
Current Customer Base				1	2	3
-List of Geographies Supported						
Current Customer Base				1	2	3
-List of Applicable LOB's Supported						
Existing Internal or External Clients				1	2	3
Existing Client References (Success Stories)				0	2	3
Supports Portfolio Strategy				1	1	3
Community of Practice						
Community Maturity				1	2	3
TRAINING						
Courseware / Materials				1	2	3
Training Capacity				1	2	3
Sufficient Mentors Available				0	2	3
ASSETS						
Process Design				1	1	1
Information Accessibility				1	2	2
Sales Tools				1	2	3
Implementation Support Materials				0	2	3
Intellectual Capital				1	2	3
Global Consistency - Terminology				1	2	3
Intellectual Property Protection				0	2	3

TO FIG. 5B

**FIG. 5B**

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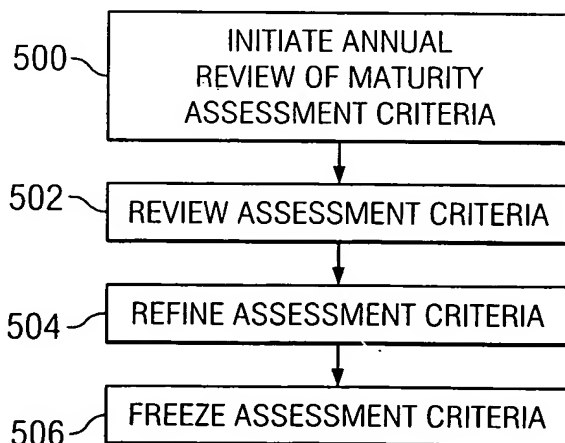
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FROM FIG. 5A

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GOVERNANCE					
-Best Practice Owner and Funding			1	2	2
-Design Board/Change Control Board			0	2	2
-Executive Leaders (Sponsor)			1	2	3
RELEASE MANAGEMENT					
Direction			1	2	3
Alignment with other Internal Frameworks; Methods or Processes					
Integration with Other Methods			1	2	3
-List of Methods					
EXTERNAL RECOGNITION					
Benchmarked to External Sources			0	2	3
Presenting at External Conferences/External Recognition			0	2	3
White Papers			0	2	3
Alignment with other external Frameworks; Methods or Processes					
Integration with Other Methods			0	2	3
-List of Methods					
External Governing Bodies or Standards					
Integration with Other Methods			1	2	3
-List of Methods					

**FIG. 7**





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FIG. 6A

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54

54a 52	Practice A	Total Score	Associate Best Practice	Standard Best Practice	Mastery Best Practice
Points Level	Mastery	80	19	55	80
Practice Type	-Process				
VALUE					
Objective (Purpose) of Best Practice		1	1	1	1
Define/Measure Value (Business Justification)		3	1	2	3
Metrics		3	0	2	3
-BVF's Metrics plan identify collecting feedback	-Training Delivery and Attendance -Training Effectiveness -Account Planning Tool Usage -Account Planning Tool Effectiveness -Number of Account Plans in place -Percent of Account Plans Completed				
CLIENT					
Current Customer Base		3	1	2	3
-List of Geographies Supported	-Canada -United States -Latin and South America -Asia/Pacific -EMEA				58
Current Customer Base		3	1	2	3
-List of Applicable LOB's Supported	-Solutions Consulting -Operations Solutions -PLM Solutions				62
Existing Internal or External Clients	More than 400 @ YE 2001	3	1	2	3
Existing Client References (Success Stories)	6 listed off of the Web Site for Practice A	3	0	2	3
Supports Portfolio Strategy		3	1	1	3
Community of Practice					
Community Maturity		3	1	2	3
TRAINING					

TO FIG. 6B

FIG. 6B

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FROM FIG. 6A

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Courseware / Materials		3		2	3
Training Capacity		3	1	2	3
Sufficient Mentors Available		3	0	2	3
ASSETS					
Process Design		1	1	1	1
Information Accessibility		2	1	2	2
Sales Tools		3	1	2	3
Implementation Support Materials		3	0	2	3
Intellectual Capital		3	1	2	3
Global Consistency - Terminology		3	1	2	3
Intellectual Property Protection		3	0	2	3
GOVERNANCE					
-Best Practice Owner and Funding		2	1	2	2
-Design Board/Change Control Board		2	0	2	2
-Executive Leaders (Sponsor)		3	1	2	3
RELEASE MANAGEMENT					
Direction		3	1	2	3
Alignment with other Internal Frameworks; Methods or Processes					
Integration with Other Methods		3	1	2	3
-List of Methods	-Strategic Value Selling -CEO Agenda -CGGP Initiatives -Contingency Planning -Risk Management -Project Management -SLC				
EXTERNAL RECOGNITION					
Benchmarked to External Sources		3	0	2	3
Presenting at External Conferences/External Recognition		3	0	2	3
White Papers		3	0	2	3
Alignment with other external Frameworks; Methods or Processes					
Integration with Other Methods		3	0	2	3
-List of Methods					
External Governing Bodies or Standards					
Integration with Other Methods		3	1	2	3
-List of Methods					